




definity.



## Building Resilience for Customers, Communities, and our Climate

### CLIMATE ACTION

#### Emissions Reduction

Outperformed our interim operational emissions target of **-30%** by achieving a **36%** reduction in Scope 1 and Scope 2 (market-based) emissions relative to our 2019 baseline.

#### Green Infrastructure Impact

Through our partnership with Green Communities Canada and support of the Living Cities Canada Fund, Definity helped advance equitable and thriving green infrastructure nationwide.

- **12,000+** plants established
- **33,000 m<sup>2</sup>** of combined site area enhanced

### COMMUNITY RESILIENCE & ECONOMIC INCLUSION

#### Historic investment

**\$5.3 million** distributed to organizations supporting climate resilience and economic inclusion – the largest community investments in Definity's 155-year history

#### Canadian Red Cross Partnership

Through Definity's longstanding collaboration with the Disaster Response Alliance, we supported communities in preparing for and recovering from wildfires and floods.

- **11,000+** households supported through recovery services
- **250,000+** emergency relief items pre-positioned

### SUPPORTING OUR CUSTOMERS

#### Wildfire response

During the 2025 wildfires, Definity's Property Claims Group supported approximately **500 wildfire claims**

#### Customer trust

Among customers supported by our Property CAT Team, **71%** became advocates, indicating they were likely to recommend Definity based on their experience.